

## **Customer Service Policy**

Customer service is a top priority of the Freetown Public Libraries. All library patrons will be treated promptly and respectfully without regard to age, gender, sexual orientation, race, ethnicity, disability, language, proficiency, social or economic status. Each staff member is the representative of the Freetown Public Libraries to each patrons or group, upholding the library's tradition of courteous, excellent and efficient service to the entire community. The impression a staff member makes on each patron profoundly affect the library's image as well as on-going support for the library.

1. All patrons shall receive the same excellent quality of service without discrimination and will be treated with respect. Courtesy and attention to the needs of the patrons will be the key to all interactions.
2. Staff will use their knowledge of library resources to fulfill requests in a timely manner or present alternatives when a patron's request for materials cannot be met.
3. All staff members shall know the library policies and be able to explain each policy and its rationale.
4. All staff members shall wear a name tag and identify themselves when answering the phone.
5. It is imperative that every interaction with a patron be a positive one. Every staff member shall be aware of the importance of demeanor, or the manner of looking, speaking, and acting, and be aware that non-verbal demeanor conveys an attitude by expression and posture as much the tone of voice and vocabulary affect a verbal interaction. It is imperative that each staff-patron interaction be a positive one. This holds true for those exchanges when the message conveyed does not meet the patron's wishes
6. Each staff member shall always act in an ethical manner. All interactions and transactions will be considered confidential, and such requests will never be discussed with a third party except with another librarian for the purpose of answering the question. Staff members will not offer a personal opinion or advice in answer to a reference questions but with follow with established library practices.
7. A patron with complaints about the service received or about the library policy shall be referred to senior staff on duty, or the library director.

This policy was originally written and approved by the Board of Library Trustees of the Freetown Public Libraries – October 17, 2019

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